

Notes from PA Monthly Call March 8, 2006

General Comments:

-Monthly PA calls will be held the 2nd Wednesday of every Month at 10am. Call in information will be emailed out approximately 2 weeks prior to the call

-SAM Refresher training via Webex. Will be held every 1st Wednesday of each month at 10am. Login and call in information will be emailed out approximately 2 weeks prior to each call. This is open for PA's and any fiscal staff who have access to reporting/queries.

Agencies cannot change a cardholders cycle date for PCards, Agency Travel Cards (ATC) or Individual billed Travel cards. All cards will cycle on or about the 15th of each month. Cycle close dates are listed on the Purchase Card web page and will also be added on the Travel Card web page as well in the near future.

-Reminder that anytime you email DOA in regards to an issue/question/etc on a charge card to include the cardholders name and last 6 digits of the card number.

-Reminder in any emails to GE to only include the last 6 digits of the account number. They do not need the entire account number.

- Any changes in PA's or in any staff that have access to SAM for reporting only, must be communicated to DOA immediately so we can delete access. Changes in PA's must be done via the GE PA form on the DOA Charge Card Administration web page under forms. Changes in SAM access to delete users must be emailed to cca@doa.virginia.gov

-All Turbo files are to be sent to cca@doa.virginia.gov to ensure they are processed timely. Also, the cutoff is 2pm each day.

-Online card application module will be piloted soon and watch a future Bulletin for more information on how this tool will work.

-DMBE Custom Report is now available in SAM. PA's were sent their SWAM data for cycle close of 2/15/06 by the 21st of February and included in the email was an attachment on how to access the Custom Report. If you did not receive the email or need the information on how to access the report, please email cca@doa.virginia.gov and tell us if you need the SWAM data and the access information or just one of those.

-CAPP Topic 20355 is in its final review at DOA and should be released in the next few weeks. There will be a Bulletin with the release information on it.

Open discussion:

Q: DOC – I don't have access to the DMBE Report under Cardholder Reports.

A: The report is located under Report Wizard, Custom folder and is called DMBE. You have the option of running for a cycle or a user defined set of dates.

Q: TNCC – On the Cardholder listing report it shows credit limit, I am assuming that is the cardholder's monthly limit? Also, where is transaction limit?

A: Credit Limit is the same as Monthly Limit. You can always go into Query Wizard and run a Cardholder query to show you any fields you need to search or display on.

Q: VDOT Culpepper – We were having issues with some Office Supply vendors passing detailed transaction data and now we see Sherman Williams has the same issue – has this been corrected?

A: VDOT has an mapper run to their internal system which has been updated by working with VDOT's Central Office staff to provide your internal system with the correct level of detail. You may want to verify with Mike Hall at the Central Office, but everything should be fine now.

Q: TNCC – On the DMBE report it does not total the lines up. Also there is a vendor listed that states Certified but the flag indicating Minority, Woman Owned or Small is not checked.

A: The DMBE report can be downloaded into excel where you can add any totals you need. DMBE designed this report for GE so they are the ones to determine how the report looks. You can contact them for your input for the report format. If there are any issues with vendors reflected on the report or not reflected, please contact DMBE since they are the ones who provide the data to GE for the report.

Q: TNCC – There is more information for transactions than what is listed on the transaction detail report in SAM.

A: If a canned report does not give you the data you need, you have the ability to set up a Query to give you what you need. This would be a Transaction query and you would need to display Customer Code in order to show if a vendor passed the PO number. If you need help on setting queries up, you can always join our Monthly SAM Refresher training on the 1st Wednesday of every month, or you can always call the Help Desk at 866-843-1368 option 3 and they can assist you with setting the query up.

Q: DOLI – When writing communications can you be clearer in regards to which Travel card you are referring to?

A: We will try and be clearer in any future emails or bulletins issued, but below is the basic description for each type of Travel card:

Agency Travel Card (ATC) – this card currently can be used only for airline purchases only and these cards are rolled up and paid by the Agency each month.

Individual Travel Cards – this card is issued in the name of the cardholder and the payment is to be made by the cardholder each month regardless if they have received their reimbursement from the agency.

Q: WWRC – We have a concern that the Monthly Statement is difficult to reconcile to and NetService is not a snapshot of the paper bill.

A: DOA and GE are working on a customized statement which will provide more detail on the paper bill. Also, we are working with GE on the NetService tool and there is an enhancement planned for a PDF or html version of the bill from NetService.

Q: TNCC – On the paper statements can we have the vendors listed alphabetically?

A: DOA and GE are working on customized statements and we have received comments from agencies wanting it listed in post date order, alphabetically as well as by transaction date. DOA will determine based on highest suggestion which way the transactions will be sorted.

Q: BCC – Cardholder having problems logging into NetService – requiring them to log in twice to get in?

A: Have the cardholder call the Help Desk and they can look into the matter.

Additional notation – Just a reminder to cardholders to never give cardholder account information to anyone who calls claiming they need this information. If cardholders receive such a call for their GE MasterCard, recommend that they hang up and contact the CRR number at 1-866-843-1368.